

December 15, 2010

**ITEM NO. A3**

**AUTHORIZATION TO EXERCISE THE FIRST ONE-YEAR OPTIONS OF CONTRACT NO. 9121 WITH CENTERS FOR NEW HORIZONS, CONTRACT NO. 9124 WITH EMPLOYMENT AND EMPLOYER SERVICES, INC., CONTRACT NO. 9122 WITH HEARTLAND HUMAN CARE SERVICES, CONTRACT NO. 9125 WITH JANE ADDAMS HULL HOUSE ASSOCIATION, CONTRACT NO. 9123 WITH METROPOLITAN FAMILY SERVICES, AND CONTRACT NO. 9126 WITH UHLICH CHILDREN'S ADVANTAGE NETWORK AS FAMILYWORKS PROVIDERS FROM JANUARY 1, 2011 THROUGH DECEMBER 31, 2011**

**To the Honorable Board of Commissioners:**

**RECOMMENDATION**

It is recommended that the Board of Commissioners ("Board") authorize the Chief Executive Officer or his designee to exercise the first one-year options of the contracts with Centers for New Horizons ("CNH"), Employment and Employer Services, Inc. ("E&ES"), Heartland Human Care Services ("HHCS"), Jane Addams Hull House Association ("JAHHA"), Metropolitan Family Services ("MFS"), and Uhlich Children's Advantage Network ("UCAN") to provide comprehensive case management services through the FamilyWorks program for the period of January 1, 2011 through December 31, 2011 in an aggregate amount not-to-exceed \$25,100,000, adding it to the carryover balance available at the end of the current contract term.

**FUNDING SUMMARY**

General Fund

**Vendors:**

Centers for New Horizons 4150 S. King Drive Chicago, IL 60653 Contract No. 9121 2010 Cost Reimbursement Amount: \$2,273,260 2010 Potential Incentive: \$ 205,000 2011 Amount: TBD	Employment & Employer Services, Inc. 208 S. LaSalle, Suite 1628 Chicago, IL 60604 Contract No. 9124 \$5,277,463 \$ 525,000 TBD
Heartland Human Care Services 208 S. LaSalle, Suite 1818 Chicago, IL 60604 Contract No. 9122 2010 Cost Reimbursement Amount: \$3,155,824 2010 Potential Incentives: \$ 285,000 2011 Amount: TBD	Jane Addams Hull House Association 1030 W. Van Buren Chicago, IL 60607 Contract No. 9125 \$3,255,616 \$ 295,000 TBD
Metropolitan Family Services 1 N. Dearborn Chicago, IL 60602 Contract No. 9123 2010 Cost Reimbursement Amount: \$2,922,693 2010 Potential Incentives: \$ 240,000 2011 Amount: TBD	Uhlich Children's Advantage Network 3737 N. Mozart Chicago, IL 60618 Contract No. 9126 \$3,523,454 \$ 310,000 TBD

**Contract Type:** Professional Services  
**Original Contract Term:** January 1, 2010 through December 31, 2010  
**First Option Term:** January 1, 2011 through December 31, 2011  
**Remaining Option Years:** Three (3) One-Year Options

**Original Aggregate Contract Amount:** \$21,500,000 NTE  
**First Option Term Aggregate Contract Amount:** \$25,100,000 NTE  
**Aggregate Contract Amount:** \$46,100,000 NTE

**CENTERS FOR NEW HORIZONS**

**M/W/DBE Participation:**

Direct \_\_\_ % MBE \_\_\_ % WBE \_\_\_ % DBE  
Indirect 20 % MBE \_\_\_ % WBE \_\_\_ % DBE  
Waiver \_\_\_ Yes/No

**Section 3:**

6 (#) Hiring \_\_\_\_\_ (\$) Subcontracting \_\_\_\_\_ (\$) Other Economic Opportunities

**EMPLOYMENT AND EMPLOYER SERVICES**

**M/W/DBE Participation:**

Direct \_\_\_ % MBE \_\_\_ % WBE \_\_\_ % DBE  
Indirect 20 % MBE \_\_\_ % WBE \_\_\_ % DBE  
Waiver \_\_\_ Yes/No

**Section 3:**

13 (#) Hiring \_\_\_\_\_ (\$) Subcontracting \_\_\_\_\_ (\$) Other Economic Opportunities

**HEARTLAND HUMAN CARE SERVICES**

**M/W/DBE Participation:**

Direct \_\_\_ % MBE \_\_\_ % WBE \_\_\_ % DBE  
Indirect 20 % MBE \_\_\_ % WBE \_\_\_ % DBE  
Waiver \_\_\_ Yes/No

**Section 3:**

10 (#) Hiring \_\_\_\_\_ (\$) Subcontracting \_\_\_\_\_ (\$) Other Economic Opportunities

**JANE ADDAMS HULL HOUSE ASSOCIATION**

**M/W/DBE Participation:**

Direct \_\_\_ % MBE \_\_\_ % WBE \_\_\_ % DBE  
Indirect 20 % MBE \_\_\_ % WBE \_\_\_ % DBE  
Waiver \_\_\_ Yes/No

**Section 3:**

11 (#) Hiring \_\_\_\_\_ (\$) Subcontracting \_\_\_\_\_ (\$) Other Economic Opportunities

**METROPOLITAN FAMILY SERVICES**

**M/W/DBE Participation:**

Direct \_\_\_ % MBE \_\_\_ % WBE \_\_\_ % DBE  
Indirect 20 % MBE \_\_\_ % WBE \_\_\_ % DBE  
Waiver \_\_\_ Yes/No

**Section 3:**

11 (#) Hiring \_\_\_\_\_ (\$) Subcontracting \_\_\_\_\_ (\$) Other Economic Opportunities

## **UHLICH CHILDREN'S ADVANTAGE NETWORK**

### **M/W/DBE Participation:**

Direct \_\_\_ % MBE \_\_\_ % WBE \_\_\_ % DBE

Indirect \_20\_ % MBE \_\_\_ % WBE \_\_\_ % DBE

Waiver \_\_\_ Yes/No

### **Section 3:**

\_16\_ (#) Hiring \_\_\_\_\_ (\$) Subcontracting \_\_\_\_ (\$) Other Economic Opportunities

## **GENERAL BACKGROUND**

In November 2009, the Board authorized CHA to negotiate and enter into one-year contracts with CNH, E&ES, HHCS, JAHHA, MFS and UCAN to provide comprehensive case management services through the FamilyWorks program. The Contracts initial term was January 1, 2010 through December 31, 2010 with four (4) one-year option periods. Pursuant to the Board's approval, CHA amended the six (6) FamilyWorks contracts to implement 2010 youth and adult employment initiatives including Put Illinois to Work, JobStart and Youth Ready Chicago. During the base term of the contracts, Resident Services has been satisfied with each agency's contractual performance. However, due to the structure of the incentive outcomes it is anticipated that most of the agencies will not earn incentive dollars this year. Resident Services is requesting the Board's authorization to exercise the first one-year option of the contract.

The FamilyWorks program is designed to serve families residing in CHA's family developments and scattered site communities, and families that relocated temporarily to the private housing market with a Housing Choice Voucher (HCV). FamilyWorks agencies work closely with CHA staff and property management to facilitate efficient communication and coordination regarding resident needs. The six (6) FamilyWorks agencies serve approximately 9,000 CHA families throughout the City of Chicago. Residents of Horner/West Haven Park, Oakwood Shores, Roosevelt Square, Park Boulevard, Hilliard Homes, Parkside, and North Town Village receive case management services through other service providers and are not currently covered through these contracts.

The FamilyWorks program model addresses two important challenges facing CHA families: housing stability and employment. FamilyWorks agencies employ youth and senior liaisons to assist in the coordination of services and activities with CHA's Director of Youth Opportunities and Director of Senior Support Services. The program model utilizes identifiable outcomes with an intensive concentration on permanent housing choices, lease compliance, employment preparation and employment retention. Specifically, FamilyWorks agencies: 1) utilize a tiered caseload with varying levels of service based on resident housing choice, level of need and current housing status; 2) provide families with the employment preparation and retention services necessary to meet the minimum leasing requirements at the families' housing choice, including the CHA work requirement; 3) provide housing counseling to households who have not yet made a permanent housing choice in accordance with the Relocation Rights Contract; 4) provide clinical and wellness services (assessment, counseling and target referrals) to individuals who may have an undiagnosed developmental disability or are in need of mental health treatment or substance abuse treatment; 5) provide supportive services to assist residents in their housing, employment and clinical goals (e.g. lease compliance, financial planning, transportation, child care, workforce supports, etc); and 6) ensure families are made aware of the available services and programs in the citywide network.

The numbers below do not reflect the total number of CHA residents enrolled in educational opportunities in FY2010, but are based only on completed outcomes through FamilyWorks as of October 30, 2010. FamilyWorks agencies have placed 562 CHA residents in permanent jobs and facilitated subsidized employment for 2,109 CHA residents who participated in employment programming in Summer 2010

(e.g. Put Illinois to Work, JobStart). Due to the significant number of subsidized employment initiatives this summer, FamilyWorks agencies needed to focus their employment resources almost exclusively on placing participants into subsidized job opportunities. Upon completion of these summer opportunities, FamilyWorks agencies renewed their focus on permanent jobs, including transitioning residents in summer programs to permanent jobs.

In addition to placement services, residents received education and training services that enabled them to maintain lease compliance and meet the work requirement including, but not limited to: 1,331 residents completed job readiness training, 1,714 residents took the Test of Adult Basic Education (TABE), and 206 residents enrolled in college or post-secondary education. Additionally, agencies assisted 677 households resolve lease compliance violations, and filled the remaining 80 slots of the public housing Family Self-Sufficiency Program, which is now at its capacity of 350 participants. FamilyWorks agencies also assisted the aging in place senior population by completing 983 File for Life programs, and assisted over 400 seniors with emergency food and access to medical equipment. In regard to clinical services, 947 residents have engaged in substance abuse education workshops and counseling sessions so far this year (group or individual). As of October 2010, more than 78% of eligible individuals have engaged with FamilyWorks to set and accomplish individual goals.

In 2011, CHA intends to coordinate services for the Family Self-Sufficiency Program (FSS) through the FamilyWorks contracts. FSS is a HUD-sponsored program that enables public housing and HCV residents to build financial assets as the household increases earned-income from wages. FSS participation generally lasts five (5) years, during which participants identify educational, professional and personal goals. Approximately 350 public housing residents and 1550 Housing Choice Voucher participants are currently participating in FSS. FamilyWorks agencies will work with FSS participants to develop and monitor FSS service plans as well as coordinate financial literacy workshops and counseling sessions, provide employment preparation, placement and retention services, and connect participants to job training and other educational advancement opportunities.

In addition, Resident Services will no longer be assigning families through a separate contract for the CabriniWorks program in 2011. Families at Cabrini will continue to be assigned to Heartland Human Care Services through their FamilyWorks contract, and those who have relocated will be assigned to other FamilyWorks providers based on their zip code. Eliminating this separate contract for the CabriniWorks program has contributed to an overall increase in the number of families served through the FamilyWorks contracts.

To monitor the success of the program, CHA will continue to initiate performance-based contracts with the agencies. CHA staff will continue to monitor and perform quality assurance of the agencies including, but not limited to, monthly performance reports of individual agencies, participant file audits, quarterly monitoring visits with agencies and on-going resident customer satisfaction reviews. In 2010, FamilyWorks agencies improved the organization of participant files and related documentation to support goals completed by participants.

Based upon the foregoing, it is in the best interest of the CHA to authorize the Chief Executive Officer, or his designee, to exercise the first one-year option of the contracts with Centers for New Horizons, Employment & Employer Services, Inc., Heartland Human Care Services, Jane Addams Hull House Association, Metropolitan Family Services and Uhlich Children's Advantage Network to provide comprehensive case management services for CHA residents for the period of January 1, 2011 through December 31, 2011 in an aggregate amount not-to-exceed \$25,100,000, adding it to the carryover balance available at the end of the current contract term.

**RESOLUTION NO. 2010-CHA-162**

**WHEREAS,** The Board of Commissioners of the Chicago Housing Authority has reviewed the Board Letter dated December 15, 2010, entitled "AUTHORIZATION TO EXERCISE THE FIRST ONE-YEAR OPTIONS OF CONTRACT NO. 9121 WITH CENTERS FOR NEW HORIZONS, CONTRACT NO. 9124 WITH EMPLOYMENT AND EMPLOYER SERVICES, INC., CONTRACT NO. 9122 WITH HEARTLAND HUMAN CARE SERVICES, CONTRACT NO. 9125 WITH JANE ADDAMS HULL HOUSE ASSOCIATION, CONTRACT NO. 9123 WITH METROPOLITAN FAMILY SERVICES, AND CONTRACT NO. 9126 WITH UHLICH CHILDREN'S ADVANTAGE NETWORK AS FAMILYWORKS PROVIDERS FROM JANUARY 1, 2011 THROUGH DECEMBER 31, 2011";

**THEREFORE, BE IT RESOLVED BY THE CHICAGO HOUSING AUTHORITY**

**THAT,** the Board of Commissioners authorizes the Chief Executive Officer or his designee to exercise the first one-year option of Contract No. 9121 with Centers for New Horizons, Contract No. 9124 with Employment & Employer Services, Inc., Contract No. 9122 with Heartland Human Care Services, Contract No. 9125 with Jane Addams Hull House Association, Contract No. 9123 with Metropolitan Family Services and Contract No. 9126 with Uhlich Children's Advantage Network to provide comprehensive case management services for CHA residents for the period of January 1, 2011 through December 31, 2011 in an aggregate amount not-to-exceed \$25,100,000, adding it to the carryover balance available at the end of the current contract term.

